

# How to make a complaint

StateCover is committed to being responsive to the needs and concerns of our stakeholders in resolving any dissatisfaction as quickly as possible. We will handle any expression of dissatisfaction, point of friction or complaint by:

- Treating you with tact, respect and courtesy
- Considering the matter in an objective and impartial manner
- The fair, efficient and effective resolution of your concern(s)
- Maintaining discretion and confidentiality
- Recognising when we have made a mistake, not delivered on a promise or provided sub-standard service or conduct, and
- Encouraging an organisational culture that welcomes feedback as an opportunity to drive improvement.

Complaints can be made by our Members (council employees) and/or their representative or any other third party involved with StateCover in the delivery of a program of work, or in the management of workers' compensation matters. If you are dissatisfied with any service provided by us, you can raise the issue by:

- Contacting us on (02) 8235 2800
- Speaking directly with the staff member you have been dealing with
- Requesting to speak to the staff member's manager
- Emailing the staff member, and/or their manager [statecover.com.au/claims/information-for-injured-workers](https://statecover.com.au/claims/information-for-injured-workers)
- Emailing [memberservices@statecover.net.au](mailto:memberservices@statecover.net.au) or [claimsfeedback@statecover.net.au](mailto:claimsfeedback@statecover.net.au)
- Writing to us at PO Box R1865, Royal Exchange NSW 1225.

Upon receiving your issue, we will:

- Assign the most appropriate staff member to respond to your concern(s)
- Acknowledge receiving your concern in writing within 1 business day
- Undertake an initial review taking into consideration the additional information you may have provided and any information we may already hold
- Investigate the matter objectively and impartially
  - We may need to contact you to clarify details or request additional information from other parties
- In consultation with you, determine the facts and propose an action plan or mechanism to resolve the issue
- Endeavour to always resolve your concerns as quickly as possible, and within a maximum of ten business days

- Please note this timeframe may not be possible if the regulator or other external party needs to be involved
- Provide written resolution of the matter to you.

## Privacy

Any personal details and information specific to a complaint, claim, policy or project of work is securely maintained in accordance with StateCover's *Privacy Policy & Collection Statement*, available on our website at [www.statecover.com.au](http://www.statecover.com.au).

## Workers compensation claims

If your dissatisfaction is related to a claim, you should contact StateCover to seek clarity and resolution in the first instance. You may also seek assistance from

- **Independent Review Office (IRO)**

IRO helps workers with any enquiry or complaint about the management of their claim with StateCover.

Contact IRO      13 94 76      [contact@iro.nsw.gov.au](mailto:contact@iro.nsw.gov.au)

- **State Insurance Regulatory Authority (SIRA)**

SIRA's Customer Service Centre helps workers with matters involving their employer or treatment and service providers, and employers or other stakeholders in workers compensation matters.

Contact SIRA      13 10 50      [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

A worker may also seek advice directly from their trade union or legal representative.